Compact Protocol
Regional Skills Broker
Teams and ECITB

Purpose

1. The purpose of this protocol is to outline joint working principles and arrangements between ECITB and the regional skills brokerage teams to ensure that the shared aims of the sector compact are delivered and that the skills requirements of employers within ECITB’ footprint are met through Train to Gain. The anticipated outputs agreed within the sector compact are set out in Annex A and Annex E (eligible qualifications).

2. This protocol also sets out the relationship and responsibilities between ECITB, the ECITB employer engagement teams and the regional brokerage services in the delivery of the ECITB sector compact.

3. Through the agreement in the sector compact, the Train to Gain offer to employers in ECITB’ footprint is enhanced to include:

Supported through Train to Gain and the ECITB training levy:
- Minimum 300 employer engagements and referrals to Train to Gain Skills Brokers in England
- An increase of 925 learners at full Level 2 NVQ above the current baseline figure, (550 supported through Train to Gain), of which 80% will be first achievements and 20% second achievements
- An increase of 1,990 learners at full Level 3 NVQs above the current baseline figure, (1,270 supported through Train to Gain), of which 80% will be first achievements and 20% second achievements
- 200 Skills Pledge commitments
- 100 Management and Leadership outcomes
- 2,725 Apprenticeships starts, (of which 100 non-technical)
- 120 Skills for Life achievements

General Principles

4. This protocol will be supported and reinforced by a wider range of protocols between the regional LSC, ECITB and other key regional partners including specialist provider networks and employer networks.

5. Delivery of the sector compact will complement and align with existing regional skills brokerage arrangements. Where this is not possible, different arrangements will be documented and agreed.

6. ECITB will be able to make direct employer referrals to providers **for sector compact activity**. This agreed approach will reinforce the concept of working together as contacts between employers, providers and the wider brokerage network.

7. The ECITB and brokerage services will ensure that employer engagement activity is aligned to avoid unnecessary duplication. This will be undertaken,
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by joint visits with the ECITB and Skills Brokers as per where practically possible

8. Promotion and marketing of Train to Gain in support of the objectives of the sector compact will be jointly planned, agreed and branded both Train to Gain and ECITB.

9. A baseline will be set for employer engagement, learner starts and the range of outcomes agreed in the sector compact based on available performance information for the sector from 2007-2008 LSC data.

Detailed working arrangements - roles and responsibilities

ECITB

10. Engaging employers and driving up demand

10.1. Work with the regional LSC and brokerage services within the first quarter of each year of the sector compact to develop and agree a regional employer engagement plan to include:

- employer targeting strategy;
- baseline and progress figures; and,
- regional marcomms strategy.

10.2. Communicate the core sector offer with the regional brokerage service.

10.3. Develop a broader regional offer built around the national core, to include for example ESF projects.

11. Data and management information

11.1. All data relating to sector compact performance and for reviews will be supplied by the LSC National Office team each quarter or by the SSC where relevant to their specific role in the sector compact. To maintain a single consistent process, other data sources outside this will not be used in the review process.

11.2. For any additional regional MI, agreed by LSC / SSC as necessary outside of the quarterly nationally produced data above, this will use the relevant reporting platform managed by the Regional Brokerage Services, where possible. Where this is not possible, different arrangements will be documented and agreed.

12. Sourcing Provision

12.1. All provider referrals for the sector compact can be made by Regional Brokerage services or by the ECITB

12.2. Support the development of provider capability and capacity to deliver in line with regional delivery profiles.

12.3. Ensure the regional brokerage services are regularly updated on the status of providers working in the region against accreditation standards.

12.4. Help increase the number of training providers that meet the overall quality standards.
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13. Support the exchange of sector knowledge and understanding between ECITB and the Skills Brokers

13.1. Develop the knowledge of regional brokerage service staff with regards to the sector offer and needs of the sector and associated learner entitlement. This includes information on:

- business and skills issues, solutions and priorities for the sector;
- training in detail on the diagnostic tools utilised by ECITB (this to take place within the first three months of the sector compact); and,
- update on key changes in the sector at least annually.

14. Marketing and Promotion

14.1. Developing and agreeing a marketing and promotion strategy and approach with the regional brokerage service, in line with the National Marketing Campaign.

14.2. Promoting the sector offer in Train to Gain to include the Skills Pledge and broader business support

15. Monitoring Arrangements

15.1. Nominate a lead link person to work with the brokerage service for each region

15.2. Agree regional reviews and monitoring arrangements with the regional brokerage service and the LSC. This will include initially monthly and subsequently quarterly meetings to review performance against regional targets.

The Regional Brokerage Service work with ECITB to:

16. Data and management information

16.1. Capture a minimum, nationally required, data set from employers as agreed with the LSC and ECITB.

16.2. Share available data with ECITB regarding all employer engagements resulting from promotion of the sector compact or making use of the sector compact flexibilities.

17. Employer engagement

17.1. Work with the regional LSC and brokerage services within the first quarter of each year of the sector compact to develop and agree a regional employer engagement plan to include:

- employer targeting strategy;
- baseline and progress figures; and,
- regional marcomms strategy.

17.2. Communicate the core sector offer with the regional brokerage service.

17.3. Develop a broader regional offer built around the national core, to include for example ESF projects.
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17.4. Agree referral arrangements in line with the agreed national customer journey (Annex D), including referrals to the broader areas of business support.

17.5. Develop employer engagement strategies including joint work in identifying target employers (see Annex C).

18. Support the exchange of sector knowledge and understanding between ECITB and the Skills Brokers

18.1. Develop the knowledge of ECITB employer engagement teams with regards to the flexible arrangements and other regional issues related to the needs of the sector. This includes information on learner and employer eligibility in Train to Gain.

19. Sourcing Provision

19.1. Identify suitable providers to meet identified employer needs.

19.2. Make provider referrals utilising existing provider databases to meet employers’ needs.

19.3. Utilise the Train to Gain responsive fund where an employer has expressed a wish to work with a particular provider.

20. Marketing and Promotion

20.1. Develop and agree a marketing and promotion strategy and approach with ECITB in line with the National Campaign.

20.2. Promote the sector offer agreed with ECITB to include Train to Gain, the Skills Pledge and broader business support.

21. Monitoring Arrangements

21.1. Nominate a lead link person to work with ECITB for the region.

21.2. Agree regional review and monitoring arrangements with ECITB and the LSC. This will include, initially monthly and subsequently quarterly meetings to review performance against regional targets.

Measures of Success / Targets for the sector compact

22. Referrals between ECITB employer engagement staff and regional brokerage services in both directions can count as engagements for both organisations provided value is being added. This is documented in Annex D. The organisation making initial contact must be identified in the CRM. This will allow brokers to count the following outcomes against contractual targets:

- joint visits to active employers to enable an understanding of additional flexibilities under the sector compact;
- referrals from ECITB to source training provision following a diagnostic;
- repeat engagements, subject to regional contractual arrangements, to previously engaged employers who will benefit from sector compact flexibilities; and,
- referrals from ECITB for training requirements outside their area of specialism.
23. The following will be gathered both nationally and regionally through LSC BCMS and ILR systems and used to assess the strategic success of the sector compact:

- learner starts and completions, first and additional, at level 2, 3 and 4 by priority aim, Skills for Life achievements, Leadership and Management Development grants and Apprenticeships. This will also indicate penetration rates;
- Skills Pledges signed by employers in the ECITB footprint to be measured as a cumulative figure and change from September 2008; and,
- total number of employers in the footprint engaged in training indicating penetration rates.

24. The National Employer Skills Survey (NESS) will be used to gain an understanding of each of the following:

- recruitment activity (this will give an indication of skills shortages);
- skills gaps; and,
- companies engaged in training their employees.

25. The following will be gathered, on a national and regional basis, with respect to interventions carried out by ECITB employer engagement teams:

- number of companies engaged to include those led by ECITB and those in which ECITB were involved. This should indicate new and repeat engagements;
- Business to Skills diagnostics conducted;
- referrals to regional brokerage service including those which ECITB have led or had involvement in;
- learner starts and completions, first and additional, at NVQ level 2, 3 and 4 by priority aim;
- Skills for Life achievements, Leadership and Management Development Grants and Apprenticeships;
- referrals to other regional partners as relevant and regional Business Link; and,
- employer investment in skills.

In addition:

- ECITB will also develop measures to assess the impact on productivity and profitability by the first anniversary of the sector compact; and,
- LSC will commission additional evaluation on the sector compact as part of Train to Gain employer satisfaction evaluation.
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Annex A

Anticipated outputs of the sector compact

The qualifications eligible to be supported by this sector compact are referenced in Annex E.

Supported through Train to Gain and the ECITB training levy:

- Minimum 300 employer engagements and referrals to Train to Gain Skills Brokers in England
- An increase of 925 learners at full Level 2 NVQ above the current baseline figure, (550 supported through Train to Gain), of which 80% will be first achievements and 20% second achievements
- An increase of 1,990 learners at full Level 3 NVQs above the current baseline figure, (1,270 supported through Train to Gain), of which 80% will be first achievements and 20% second achievements
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Annex B

Train to Gain – the service

The core Train to Gain service available to employers is an independent and impartial brokerage service which will diagnose business needs and source appropriate training provision. Through Train to Gain, ECITB and the regional brokerage service will provide:

- A comprehensive analysis of training needs and will propose solutions to those needs. Solutions which will identify clearly which elements attract government funding and those for which the employer will have to pay, in part or in full;
- Easy access to relevant and flexible, high quality training delivered mostly in the workplace and using increasingly an assess train, assess model which will enable the employee’s prior learning and experience to be taken into account;
- Access to LSC fully funded programmes, for example Skills for Life, NVQ Level 2 provision and Apprenticeships;
- Information and support from a Skills Broker, working to national standards, providing access to a wide range of training packages including higher level qualifications and training that is not qualification-based;
- Information and advice to employers and employees on qualifications and training, local/regional skills shortages and priorities as well as eligibility for funding;
- Support to develop ongoing strategies addressing future training needs, which are aligned to business objectives;
- Limited wage subsidies for employers of less than 50 people;
- Support to help employers agree SMART objectives and impact measures for training and development activities at an organisational, team and individual learner level if required;
- Support to help employers evaluate the impact of training and development on individual, team and organisational performance for all training and development regardless of whether or not it is funded;
- Ongoing support to help employers to develop strategies to address future skills and training needs, which are aligned to business objectives and embedded in their business processes, including capacity building if required; and,
- Enhancements to Train to Gain services and products as they are introduced.
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ANNEX C

Targeting Strategy

ECITB will work with regional brokerage services to agree a targeting strategy which will minimise the number of employers who are contacted by both organisations to promote general opportunities under Train to Gain and the additional services and flexibilities offered by the sector compact.

Principles for this are given below;

- ECITB will promote this offer only to those employers within their footprint;
- The sector compact includes an agreement that ECITB will work with the largest 40 companies in its footprint. These will be identified on a regional basis and their details shared with the regional LSC and brokerage service;
- Large companies (more than 5,000 employees) with a presence in more than 1 region will be targeted by ECITB who will work jointly with the LSC’s National Employer Service (NES);
- In the case of companies who are already working with ECITB or the regional brokerage service to plan or implement training delivery under Train to Gain the flexibilities under the sector compact will be promoted by the current lead organisation. If necessary or requested by the employer additional support will be provided by ECITB or the regional brokerage service;
- ECITB will work with the regional brokerage service to establish the use of Train to Gain by their employers in the region;
- If an employer is active, ECITB will liaise with the regional brokerage service to determine whether:
  - Joint contact or visit is made to the employer; OR,
  - ECITB or the brokerage service contact the employer alone;
- If an employer is inactive ECITB will promote the sector offer;
- In order to avoid companies being targeted by both ECITB and the regional brokerage service agreements will be reached on a regional basis on how to segment employers not currently active on Train to Gain This will take the company size, sub-sector and location into consideration into account; and,
- In all cases above both ECITB and the regional brokerage service can count the engagement subject to value being added.
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Annex D

Communication pathway: ECITB/Regional Brokers

Broker reports to ECITB Regional Lead

ECITB Regional Lead employer referral by EDS system or standard e-mail.

Train to Gain Regional Broker Lead checks for employer URN and Skills Pledge status

Skills Broker referral

Provider referral

Train to Gain Broker visit to employer - ONA and Skills Pledge

Outcome of Broker visit communicated to ECITB regional lead.

Train to Gain intervention communicated to ECITB Regional Lead via LSC

Train to Gain supported intervention

Outcome of Train to Gain intervention communicated to ECITB Regional Lead via LSC

Green = successful

Red = unsuccessful

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Annex E

Qualifications eligible under the sector compact

Repeat full Level 2
Funding to support learners’ achievement of a repeat full level 2 qualification from the named list below, as appropriate to the needs of the employer/learner:

- Supporting Engineering Activities
- Constructional Steelwork Site Operations
- Project Control Support
- Energy Apprenticeship (As from September 2010 and numbers to be shared with COGENT)
- SEMTA Performing Engineering Activities

Repeat full Level 3
Funding to support learners’ achievement of a repeat full level 3 qualification from the named list below, as appropriate to the needs of the employer/learner:

- Fabricating Steel Structures (Plating)
- Installing Plant and Systems
- Pipefitting
- Mechanical
- Instrument Pipefitting
- Welding (Pipework)
- Welding (Plate)
- Constructing Capital Plant Steel Structures – Erecting
- Moving Loads
- Installing and Commissioning Electrotechnical Systems and Equipment (Plant)
- Non Destructive Testing
- Maintaining Plant and Systems
- Mechanical
- Electrical
- Instrument & Controls
- Design and Draughting
- ECITB Level 3 NVQ in Management
- Management (Level 3)
- Project Control
- EAL Electrical Installations (Building and Structures)